



Vision: Provide consistent quality leadership in project management using industry best practices.
Enhance the acceptance of cultural and technological change to maximize the benefits of major projects.

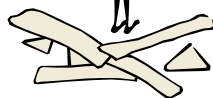
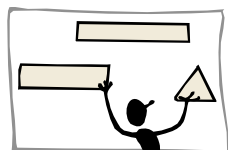
And the (project) beat goes on.....

Lynn Hersey-Miller, CPO

Highlights

The beat goes on...

Project Management
eGovernment Program
Enterprise Architecture
Change Management
ERP Service Delivery
Application Delivery
Systems Engineering
Recognition
Current Initiatives



The number of projects undertaken by DTI continues to increase. Although the challenges of gathering requirements, allocating sufficient resources, and managing customer expectations (both internal and external) still exist, there is something afoot at DTI. More and more projects have Charters written and approved in order to clearly define roles and responsibilities. Formal project kickoff meetings are happening on a more regular basis. Special attention is being given to risk management and more planning, in general, is taking place across our teams. Additionally, the Change Management team is actively participating in numerous internal projects. All of these signs are encouraging! During the next quarter, we will be conducting a formal review of the *Project Management Maturity Assessment Report* that was published last fall. This will be an attempt to measure our performance against the plan that was designed to help raise the level of PM maturity across DTI.



Although larger projects tend to be more complex and present more risks, the smaller projects all have challenges of their own. Managing multiple smaller projects calls for a heightened level of organization and time management as a project manager's day can be filled

with a variety of tasks that span numerous agencies, technologies and business processes.

Recently I participated in an Executive Steering Committee meeting for a large project that is underway at the Department of Health and Social Services. As I listened to the discussion around the table, I suddenly forgot what project we were talking about! I was struck by the fact that the discussion was the same – *regardless of the project*. The topics being discussed were related to the goals and objectives, availability of resources, aggressive timeframes, risks, sufficient funding, vendor management, testing, quality of the product, executive support, infrastructure, interfaces or integration with other systems, lack of documentation (legacy systems), user acceptance, end-user training, project deliverables and milestones....the list goes on and on!

Yes, *regardless of the project*, the beat goes on. The discipline required to manage projects, whether large or small, is necessary for success. With a focus on methods, processes and metrics, projects will be successful through proper planning – instead of "heroics". It is indeed gratifying to attend project status meetings, overhear discussions in the hallways, and see the more-structured approach that is being taken towards such a variety of projects at DTI. Thanks to everyone.

Mission Statement:

"In synergy with DTI's mission, provide Diligent, Measurable and Practicable technology solutions for the State of Delaware. Under guidelines of the CIO, Major Projects builds economical and efficient technology solutions that enable the State of Delaware to serve, protect, and communicate effectively with its citizens."

Project Management

RISK ASSESSMENT

Risk is an integral part of any project but seldom gets its due attention. From an encyclopedia, risk is defined as *“the potential impact (positive or negative) to an asset or some characteristic of value that may arise from some present process or from some future event”*. In professional risk assessments, risk combines the probability of an event occurring with the impact that event could have on the project.

We human beings are all generally very poor risk assessors and possess varying degrees of tolerances. This makes managing project risks a great challenge and many times enhances the chance of failure.

Peter Sandman is a low-profile but very influential US-based “risk communication” advisor. He is best known for his formula:

$$\text{“Risk = Hazard + Outrage”}$$

In essence, if the damage is high and causes an outrage, then the risk is *higher* for that event. Conversely, if the damage is high but does not cause an outrage, the risk is perceived as *lower*. We all perceive the risk is lower when we feel we have control over an event even though more often than not, the facts contradict this belief.

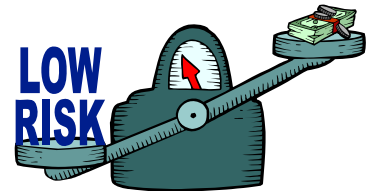
For example, there is a fear of flying among people who are not afraid of driving. While driving, we feel in control of surrounding circumstances; whereas, while flying, we think we are at the mercy of other forces. If we look more closely, we know that we are not in control of any of the other drivers on the same road; we are not in control of anyone who may choose to cross our paths; we are not in control of the objects tied to the vehicles around us; and we are not in control of surface problems, etc. Almost all adult drivers have experienced at least one incident involving driving; whereas, the majority of them have not experienced any incident while flying.



Since the Outrage of an incident involving an airplane is higher than that of a car, we tend to believe we are safer in the car!!

Now, let us see how the same phenomenon applies to project risks. Let's assume the sponsors want to launch a major project and their perceived risks are:

- Budget
- Benefits
- Duration
- Resources



Usually, sponsors believe they are in control of the above risks; they develop mitigation strategies and the project proceeds. Since their Outrages of these risks are perceived as *low*, the risk impacts are also perceived as *low*. In reality, when the risk event occurs, it threatens the overall comfort zone and thereby, control of the project may be jeopardized.

For example, we anticipate that we can provide all resources for the project since we have the budget to do so. This means we are overly dependent on this one thing we believe we have control over. But there are other things which we do not have control over such as the economy, market space, work force attrition, etc. Many times, this risk has a *high* probability rating and is also considered as *high* impact, but little effort is put into them when it comes to the evaluation of project risks. This means that we need to take every possible precaution.



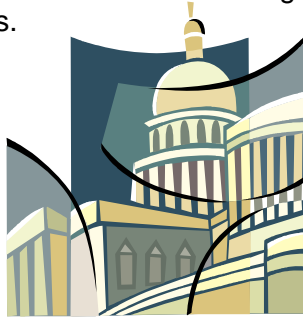


eGovernment Program

IDENTITY ACCESS MANAGEMENT (IAM)

DTI has recently embarked on an enterprise-wide solution for a single sign-on for citizens accessing online government services.

This enterprise-wide initiative utilizes Oracle's Identity Management suite of products and will create the infrastructure necessary for scalable and secure government services.



With the utilization of a web-service for transactions, the IAM solution will facilitate the delivery of single sign-on for employees accessing Open Enrollment (for health benefits) and pensioners accessing their ePaychecks. It will also provide the ability to offer single sign-on for future ERP projects. This solution will adhere to the state's initiative of utilizing web-services for the exchange of data via open standards.

One of the focuses for choosing this solution was the ability for agencies to control their user roles and authorization. Over time, this infrastructure will further break down the barriers of information sharing between agencies by utilizing an open standards solution. The user database will be in one central depository for the State and will eliminate separate and disparate user stores. This project is currently in the planning phase.

GOVOLUTION – THE STATE'S ePAYMENT STANDARD



Earlier this year, the Treasurer's Office issued a Request for Proposal (RFP) for a new Merchant Services Provider.

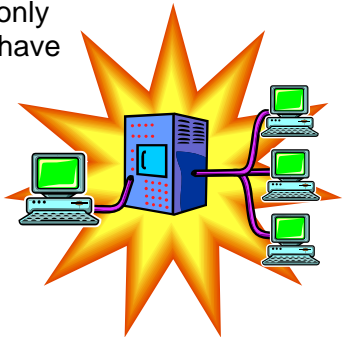
The contract was awarded to Bank of America Merchant Service Provider, replacing the current Merchant Service Provider (PNC). As a result of the changes, all state merchants will need to be transitioned. All applications utilizing the State's standard for ePayment (Govolution) will be transitioned with no impact to the application or to the agencies.

VIRTUAL ROUTING AND FORWARDING (VRF)

VRF is a term that has been floating around for quite some time now. This Telecom initiative was spearheaded as a result of federal mandates such as HIPPA (Health Insurance Portability and Accountability Act) and Regulations for Privacy, Encryption and Isolation of Network Traffic. This initiative provides more granular controls, thus empowering the organizations to have a more active role in security decisions as it pertains to access controls into and out of their networks, systems, and applications.

Our current network routing consists of all agencies using the same network lines and sharing devices, which could be seen as "one common network". The VRF will consist of agencies using their "own" network with increased granularity and access. Their data will be shared only with those agencies they have identified as having the "privilege" of sharing.

The VRF uses the technology of Multi-Protocol Label Switching (MPLS). MPLS can be used for various benefits such as, multiple types of traffic co-existing on the same network, ease of traffic management, faster restoration after a failure, and potentially higher performance. The Change Management team is working on communications to the agencies and internal DTI colleagues with information about a VRF and its impact on any existing and new applications. The team continues to work with the identified pilot agencies to ensure they are transitioned into a VRF before the end of summer. After the successful implementation of the pilot agencies, the team will set up a timeline for all agencies to move into a VRF.



Newsletter Contributors:

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Enterprise Architecture Program

OVERVIEW

Delaware Enterprise Architecture Lifecycle (DEAL) will provide an enterprise view of Information Technology (IT), promote collaboration between business and IT, and minimize duplication of IT related costs/efforts. IT exists to support business, yet in spite of this, traditional links between the efforts of IT and the actual needs of the business have been weak. DEAL is an additional process to recognize the business plans and needs for the State over the next three years and align IT efforts to support these needs. The program will help define and document a single, common, statewide IT direction to support projects and enable the secure exchange of information. This program enables the tracing and relating of our IT investments back to the business strategies and goals of the state – a valuable perspective when a department or school is communicating the impact of IT. Through a shared vision, the state can increase efficiency and services to our citizens and partners.

Objectives:

- Respond to State's goals by being flexible in facilitating change in administrative/business processes and the applications that enable them
- Define a single, common, statewide information technology direction
- Create an IT strategic plan
- Document business & IT architectures
- Document and practice the architecture for information sharing and guide how information is shared among systems.

Benefits:

- Improve service to State organizations and customers
- Facilitate discussions to determine the State's information technology direction
- Reuse of the State's technology infrastructure
- Avoid costs associated with building separate IT infrastructures
- Provide enterprise wide architectural guidance on business and IT projects
- Identify opportunities to share technology and information across the State.

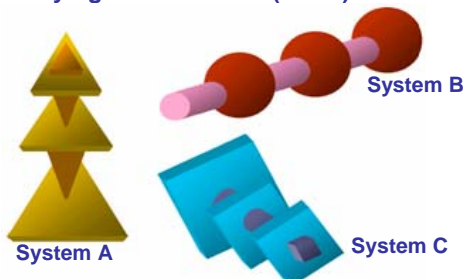
Stakeholders:

Governor and Legislators	Joint Finance Committee
State Organizations	TIC and iTIC
DTI Architectural Review Board (ARB) and Rough Order of Magnitude (ROM) committee	Budget Analysts Fiscal Personnel
Planners	Public Information Officers
e-Gov and TASC	IRM Council
DelNUG/TechMACC	First State Webmasters
ISO Community	GIS
Program Sponsors	Vendors

For additional information, contact:

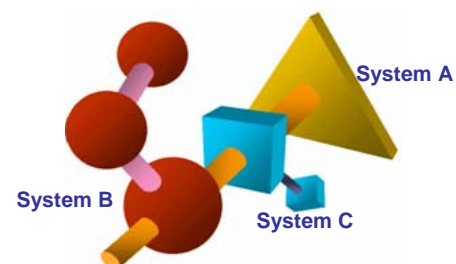
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Unique Underlying Infrastructure (AS IS)



There is no attempt made to identify functionality of systems outside each state organization. Systems are designed solely with the intent to solve individual organization's current needs. When a new project comes along, regardless of overlap between this new system and the last, there is little that can be done to reuse technology investment from the previous system. The next project re-invents the wheel and the state ends up with multiple systems implementing common behavior in slightly different ways. This leads to parallel and isolated systems.

Common Underlying Infrastructure (TO BE)



Projects are supported within context of framework by a large, deep layer of common elements. Resulting systems are more likely to be robust and easy to maintain, reducing the cost of continuing support.

IT initiatives are based on supporting the direction of business investments. Using Enterprise Architecture will align IT to business goals and provide opportunities to economize expenses.



Change Management

CHANGE COMPETENCY

Change Competency is a valuable asset to insure continuous improvement in any organization. Whereas, Change Management is the process of utilizing knowledge, tools, and resources to help meet business objectives; change competency is about achieving a cultural attitude of *routinely* embracing and accepting change.

An efficiently run organization places a premium on its ability to be flexible, quick to market, scalable, and responsive to customer demands. In order to function efficiently, the organization must be able to adapt to constant change. In today's world, change is the norm! It's the one thing you can count on as a constant. Change competency means that employees place value on their ability to adapt to change. They see it as one of their primary responsibilities. They understand that it will occur, expect it, and support it. ➡



To build change competency, an organization must use effective change management, over and over, to begin to experience a fundamental shift in its operations and the behavior of its people, such as:

- Sponsors repeating activities that made the last change successful
- Managers developing skills to support their staff
- Employees seeing navigation of new changes as a normal part of their job.

Organizational and Individual change competency:

An organization must build both organizational change competency and individual change competency. To accomplish this, the organization needs to build knowledge and skills at both an organizational and individual level as indicated in the table below.

Organizational Change Competency	Individual Change Competency
Consistently use solid change management practices	Methods for managing employee resistance
Change Management planning and strategies	Models for individual change management
Change Management team structures and roles	Coaching tools and techniques for helping staff navigate the change process
Organizational Change Management methodologies	Activities and exercises for supervisors to use with their employees to manage change
Executive Sponsor strategies	Incentive and recognition programs
Communication planning and delivery	
Training and educational programs	
Incentive and recognition programs	

Change competency must involve every level of the organization – especially the front line employees. These employees are most often the focus of organizational change initiatives (new systems, new processes), but also sometimes overlooked when building competency in change.

(continued on page 7)

Enterprise Resource Planning (ERP) Service Delivery

In recent months, the ERP Service Delivery staff has continually made progress with the ERP processes in an effort to improve our productivity, quality, and results. The Quality Assurance (QA) Team was formed to refine our System Development Life Cycle (SDLC) templates, to clarify and streamline processes, and to begin to measure our activities.

For Quarter 2, ERP Service Delivery, working closely with many DTI teams, reached several milestones for PHRST and the Delaware Transit Corporation (DTC).



SIGNIFICANT MILESTONES:

- Applied Human Resource Bundles and Tax Update
- Applied quarterly Oracle/PeopleSoft Security Patches
- Upgraded DTC PeopleSoft HRMS database and PeopleTools

OTHER MILESTONES:

- Delaware Transit Corp – upgrade PeopleSoft HRMS from version 8.0.1 to 8.9. Danduprolu Prakash (DP) transferred to DTC to support Finance and the HRMS upgrade.
- In April, the ERP & Project Management teams implemented Phase III of the **Time & Labor** project with organizational change efforts provided by the Change Management team. Nearly 6,000 state employees from 36 organizations were enrolled into the system.
- Another successful 2006 Open Enrollment completed on May 24th. Confirmation Statements were mailed to employees on May 30th and archived in DocumentDirect.
- The ERP team successfully applied HR, Benefits, EGC, Ben-Admin, eBenefits, Pension, and Tax Update 06-A bundles, consisting of approximately 5,000 objects, multiple scripts, and COBOLs. This effort was coordinated between ERP, PHRST functional team, and DTI Systems Engineering ERP DBAs.



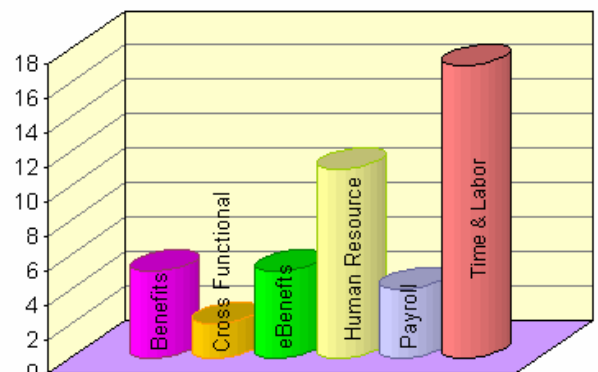
Other DTI teams – Operations, Systems Engineering, and Telecom made significant contributions to these efforts and others, continually assisting in improving performance and maintaining the environment. Operations continually provides excellent support to the PHRST Batch Schedule and monitoring of the Schedule. The Change Control Management team helps the ERP team to stay abreast of changes that may impact the PHRST application.

ERP staff members continue to participate in the State of Delaware's Financials Reengineering project and the ERP reporting strategy initiative.

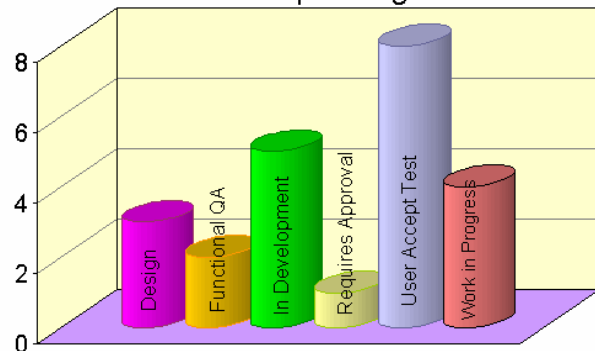
CUSTOMER SERVICE REQUEST (CSR):

During the 2nd quarter of 2006, the ERP Team successfully completed 44 CSRs and applied the tax update and the remaining bundles for maintaining current status in PeopleSoft. Efforts were also spent on stabilizing the T&L Phase III rollout, coordinating with the PHRST functional team on completing the Fiscal Year start-up processes, and producing the General Salary increase program.

2nd Quarter Closed CSRs



CSRs for upcoming release



(continued on page 7)

*(continued from page 5)***Change Competency (con't):**

Change competency must involve every level of the organization – especially the front-line employees. These employees are most often the focus of organizational change initiatives (new systems, new processes), but also sometimes overlooked when building competency in change.

The Change Management Team has been broadening its scope over the last several months. Previously only involved with ERP and major projects, we are now involved in several other DTI internal and external projects - including:



- Enterprise Architecture
- Enterprise Project Management (EPM)
- Peregrine
- EMS11
- File Exchange Service Migration
- Web-hosting Migration
- Infrastructure Cleanup Program
- Virtual Routing and Forwarding (VRF)
- Identity Access Management (IAM)
- Cyber Security.

As we consistently use the tools and processes of change, we will gradually produce a change competent organization. We are taking the first step by ensuring that solid change management practices are applied consistently for each change initiative. As we move forward, we will build more knowledge and skills on both an organizational and individual level which will help our organization grow to its full potential.

Summer Interns Join DTI

Rushabh Sheth and Tom Lynch joined the Office of Major Projects Team for their summer break.

Rushabh is assigned to assist the Enterprise Architecture Program Team, focusing on the organization change readiness activities.

Tom Lynch is assigned to the Change Management Team, focusing on graphic design and developing web templates.

*(continued from page 6)***ERP Service Delivery (con't):**

As the ERP team continues to address outstanding work efforts, part of their assignment is to update programming, technical, and operational documentation.

Quality Assurance (QA):

The Quality Assurance team is moving forward with some of the QA recommendations by the Re@lity Corporation study. The scope and role of the Quality Assurance Team was discussed with the PHRST functional team. The QA Team's goals for developing Metrics is as follows:

1. **Actual vs Planned**
Measures how well projects are estimated; shows changes in due dates.
2. **Changes to requirements**
Shows how many times CSRs go back to requirements; determines how well requirements are developed.
3. **Iterations of User Acceptance Testing (UAT)**
Measures how well the previous steps are done; how many times a CSR goes through UAT.
4. **Iterations of Tech QA**
Determines how well development is done and requirements are developed.
5. **Iterations of Tech Design**
Shows how well requirements are developed and how the design matches requirements.
6. **Time spent in each queue**
Good indicator of the bottlenecks in the Standard Development process; shows where the QA Team can focus their efforts.

Highlights for the 3rd Quarter (2006):

This is a very critical time of the year and often requires staff to work additional hours to quickly design, code, and test the development work required by Legislative changes. Other projects necessary for this year have been identified as follows:

- Applying HRMS bundles, fixes and Tax Updates
- Preparing for ERP Financials implementation
- Application of Bundles and Fixes (PeopleSoft 8.8)
- PHRST Disaster Recovery Planning
- PHRST Reengineering for PeopleSoft Financials and Reporting Strategy.



Application Delivery

CONTINUOUS IMPROVEMENT? YOU BET!

Application Delivery continues to grow and improve; and over the next 6 to 12 months, I anticipate significant, noticeable improvements. "Why now?" you might ask. Well ... because as a team, we're committed to improving, to getting better and better, and more and more efficient and productive.

How will we go about executing on this improvement initiative? The first step is easy and has already started. Our teams are re-energized by the recent organizational changes. Most of the transitions are complete, and we are beginning to function better in our new configuration. This alone will cause some improvement, simply because of momentum.

Next, it's a well known fact that, in general, what we measure, we improve – so we will begin to measure more of our tasks, processes, and activities. And, we know that what's in the headlines usually gets attention. So we'll be putting out our own headlines – finding our voice, if you will.



We are building a very visible information area just as you come into the Application Delivery space from the hallway, where we will display our progress, our successes, our metrics...how we are doing on process documentation, on SDLC rollout, on change control compliance, how many code and design reviews are we holding, what IS our percentage

of defects on delivery... and maybe, when teams begin to see what each other is accomplishing, just maybe, we might even spark some healthy competition across our internal Apps teams.

Not that our team is at all competitive or anything...



The magnitude of the improvement remains to be seen, but I believe it will be seen, it will be highly visible, and we will be celebrating successes more regularly than ever on our team.

In short, the Application Delivery Team will be living the journey from effectiveness to greatness – finding our voice and inspiring others to find theirs.

"The 8th Habit" is the most recent book by Stephen Covey (author of "The 7 Habits of Highly Effective People"). Some of us are participating in a workshop to study "The 8th Habit" and to help spread those principles across DTI. It's about "finding your voice" and helping others to find theirs so we can move from effectiveness to greatness – both as a person and as an organization.

Update: NASCIO Enterprise Infrastructure and Services Committee

Submitted by Kathy Dahl

Last time, I shared with you the progress being made with this NASCIO Committee. Just to keep you informed, I wanted to let you know that we have published our first paper, ["Consolidation and Shared Services"](#).

We are well on our way to the second paper – "Marketing Enterprise Services". As always, the other states are anxious to hear about Delaware, and I've prepared input for them regarding how we view customer service and what components we have put in place to help us enhance the customer experience.

Systems Engineering

DELTECH IT CLASS VISITS DTI

Submitted by Bob Day

Seventeen students and faculty from the Computer Information Systems (CIS) department of Georgetown campus of Delaware Technical and Community College visited DTI on May 5th. Their goal was to see an actual large scale Information Technology (IT) operation; employing the latest technologies that they have studied but not experienced first hand. The CIS program at DelTech has three principle paths: Programming (RPG, Java, & C), Networking, and Web Design with the majority of the students being in the first two.

Once they made it through our new security process in the front lobby, the group of 17 was given a guided tour of the Production Control area and the William Penn Data Center by Joe Messineo. They were impressed by all the equipment, system monitors, and security monitors; but none of the students was successful in picking out the IBM Mainframe, lost among all the other hardware devices.



The tour continued into the Service Desk area, where Charles Campbell-King made a presentation on the role they play in supporting our statewide client base. Following the tour, a Q&A session was held with Joe Messineo, Ken Drodgy, George Washington, Glenn Wright, Randy Reynolds, Kim Cloud, Mike Malik, and Bob Day as participants. Each of the soon-to-be graduates was given an opportunity to share his/her career goals and ask related questions.

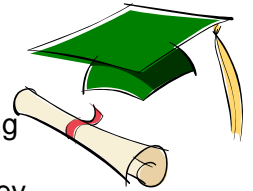
The DTI organizational structure was explained, as well as our two computing facilities and statewide network infrastructure. Many of the questions were directed to Glenn about our network and how elaborate our security focus has to be to support the State's business and educational institutions like DelTech.

One of the more interesting questions was, "With just a two year AAS degree, should one seek immediate employment now, or should one continue to pursue a Bachelors Degree in an IT related field

before seeking employment?" The Q&A panel's response was almost universal in advising them to start their IT careers now, rather than pursue more education, believing they would achieve a stronger learning opportunity within IT than they would pursuing more formal education.

The CIS faculty members were very interested in our opinions of what IT technologies they should be stressing in their curriculum to prepare their students for the local job market. They quizzed George about UNIX and Linux, Glenn about the communication hardware we use, and Kim about the project planning tools and web application development. Two years ago, CIS stopped teaching IBM's "Job Control Language" and no longer has any courses targeted for positions supporting mainframe environments.

We first came into contact with CIS when we met its members last fall at the Delaware Technology Conference. That contact ultimately led to this on-site visit. CIS wrote a gracious thank you letter to each of the DTI participants and expressed a strong desire to repeat a visit to DTI next year with a new crop of graduating IT students.



Our Team: Recognition**CPO Division Employee of the 1st Quarter**

- **LiWen Lin**
Project Management Team
(January – March 2006)

CPO/COO Division Team of the 1st Quarter

- **Kim Cloud, Dave Martin (CPO)**
Rick Truitt, Doug Lilly, Eric Austin (COO)
(January – March 2006)

**Team Leader Employee of the Month****March 2006**

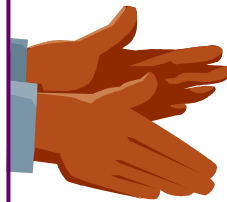
- **Janet Villamor**
Application Delivery Team
- **Nancy Erwin**
Change Management Team
- **Phil Mast**
Systems Engineering Team

April 2006

- **Julie Moran/Karen Esposito**
Application Delivery Team
- **Stacey Sowers**
Change Management Team
- **Rao Isukapalli**
Project Management Team
- **Kathy Stroh**
Systems Engineering Team

May 2006

- **Alison Walls**
Application Delivery Team
- **Cindy Bray**
Change Management Team
- **Steve Bailey**
Systems Engineering Team

**KUDOS****March 2006:**

- **Donna F., Len, James R., Phil, John T., Julie, Kamlesh, Chocks, Pat T.**

**May 2006:**

- **Kathy S., Chris J., Stacey, LiWen, Kamlesh, Clayton, Rao, Hemanth, Rose, Heidi, Cheryl W.**

March 2006

- **Percy, Myrtle, Arlene, Janet, Zinnia, George W., Tony M., Phil, Terry Ann**

**April 2006**

- **Charles, Joe S., Glenn C.**

May 2006

- **Debbie B., Arlene, Barry, Cathy W., Donna F., Robby K., Bob F., Bill S., Cindy B., Myrtle**

**Welcome!**

Joining the DTI ERP Service Delivery Team to support the PHRST and Financials projects are Cathleen Valdesere, Michelle Duffy, Stephanie Smith, Debbie Odle, Brian Dawson, and Joe Morelli.

Charles Campbell-King joined the Change Management Team.

David Martin, Humair Qureshi, Brett Williams joined the DTI Systems Engineering Team this quarter.



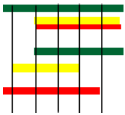
The Office of Major Projects is involved in a wide range of initiatives:



Time and Labor: Currently there are approximately 40 separate time reporting and leave accounting systems in the state. The phased-in implementation of PeopleSoft Time & Labor (T&L) will gradually eliminate these stand-alone systems and allow for statewide standardized reporting of time. T&L Rollout Phase 4 planning is underway.



Statewide Financial Reengineering: Part of the State's 5-year ERP Plan calls for the implementation of PeopleSoft Financials. This system would replace several legacy systems that are not aging well! In preparation for the implementation of industry best practices, the state will reengineer many of its existing business processes. The RFP evaluation is completed and the vendor selection is in its final stages.



e-Government: Members of the e-Gov Core Committee have been participating in a requirements gathering focus group session being conducted by IBM on behalf of the Government Information Center (GIC). The focus group discussions will be compiled into an executive summary that will define the future look of Delaware.gov. GIC will then ask DTI to review and determine what technology can be utilized to achieve as many of the recommendations as possible.



Courts Organized to Serve (COTS): This is an initiative of the Delaware Judiciary aimed at acquiring a new, integrated automated case management system for use by the Courts and several partner agencies. This is a multi-year project that will be implemented in eight phases. The Phase I "go live" date has been postponed to November 1, 2006 and will now be a pilot for three Justice of the Peace courts. The second phase has been rescheduled for March 2007.



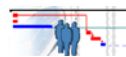
800MHz Next Generation: Site acquisition activities continue for Kent County as equipment is being manufactured. All but three New Castle County sites have completed site construction. The Hockessin site is due to be incorporated into the system in the July timeframe and the Dover Police Department site is due to come online in September.



Server Infrastructure Cleanup Program: This internal DTI Program has been split into 14 individual projects. All projects have approved project Charters. Currently two projects are completed; two are ready for production; one is in progress; five have approved system designs; two are in the process of completing the system design; and two are on-hold pending customer action. As of the last update, seven servers have been decommissioned.



Delaware State Police CAD System: The CAD (Computer Aided Dispatch) project is on schedule to upgrade seven of the nine PSAP's systems from an old AS-400 based system to a local client/server based system at each PSAP. Phase II of this project, if funded by the E911 Board, will allow for each of the PSAPs to be on a common network with a master site server for data sharing. Delaware State Police is managing this project, with DTI Office of Major Projects providing oversight. The remaining organizations (Wilmington Fire, Newark Police, Kent County Fire and KentCom are scheduled to be implemented in the September-October timeframe.



Enterprise Project Management (EPM): DTI recently embarked on this project to implement a robust project management tool (Microsoft Enterprise Server). Project managers participating in the pilot phase of EPM continue to add new projects and involve various team members. A total of 13 projects are now loaded into EPM. All vendor deliverables have been accepted for the initial phase of this project. A project manager working group continues to discuss how well the tool is meeting our needs and determining any future customizations needed to support our processes. Planning is underway for the 2nd phase and will include more projects, DTI resources, and any additional training that is needed.



Technology Investment Management System (TIMS): This project is to enhance and replace the current Business Case Summary Application that is utilized by the state. DTI's iTIC Chairperson, Jeff Savin, is the sponsor of this initiative and he has involved the IRMs to garner their valued input. The application will have many enhancements such as version control, real time question and answer sessions, real time notification of recommendations and comments from the iTIC committee, plus much more. The application is working in a pilot mode and is set for release and rollout in August.



Peregrine Upgrade & Enhancements: The Peregrine application has provided DTI with many opportunities to streamline and automate processes, leverage shared data, decrease cycle time and ensure best practices. This project continues this effort, branching out into other areas that can benefit from the software. The project will automate security forms, upgrade the current hardware and software, and add web components for internal and external accessibility. This project is in Phase 3 of a 6 phase rollout. Phase 3 is configuration and pilot of the "Get Resources" web component of Peregrine. Phase 5 will rollout web access to this module agency-wide. Completion of these two phases will enable agencies to enter and track key security forms via the web.